

BUGBROOKE PARISH COUNCIL

COMPLAINTS PROCEDURE

Bugbrooke Parish Council aims to provide an efficient and courteous service to our residents. There will be occasions when, due to our limited local government powers and funding, we may not be able to give you the outcome you require but you should be satisfied that your enquiry has been treated correctly.

If you have not been satisfied with the service you have received, then please read the details below to ascertain how to proceed with a complaint. It is our policy to ensure that all parties are treated fairly and the process should be reasonable, accessible and transparent.

HOW TO MAKE A COMPLAINT

1. Any complaint about an employee of the Council (e.g. the Clerk) will be dealt with as an employment matter. As a complainant, you can rest assured that the matter will be dealt with internally and appropriate action taken. You should write to the Vice-Chairman of the Parish Council, Parish Office, Camp Close, Bugbrooke, Northampton, NN7 3RW.
2. Any complaint about an individual Councillor is now subject to the jurisdiction of the Monitoring Officer of South Northamptonshire Council. You should therefore refer your complaint to the 'Head of Corporate Support' at South Northamptonshire Council, Springfields, Towcester, Northants, NN12 6AE.
3. If your complaint is about the administration of the council or its procedures, then you should follow the process as outlined below -
 - a) In the first instance, you should always raise your complaint with the Clerk to the Council, either by writing to the Parish Office, Camp Close, Bugbrooke, Northampton NN7 3RW, e-mailing bugbrookepc@btconnect.com or by telephoning 01604 832838 (answer phone/fax). Wherever possible, the Clerk will try and resolve the problem for you or advise you of the authority who can assist you.
 - b) If you are not satisfied with the response that you have received at the initial stage and wish to pursue a formal complaint, then the Parish Council has a dedicated 'Complaints Committee' who will meet with you to deal with the matter. (The guidelines overleaf will explain clearly how this is undertaken).

Before the Meeting

1. Please submit your complaint about Bugbrooke Parish Council's procedures or administration in writing to the Clerk to the Council, Parish Office, Camp Close, Bugbrooke, Northampton, NN7 3RW.
2. If for any reason, you do not wish to submit your complaint to the Clerk, please address it to the Vice-Chairman of the Parish Council, Parish Office, Camp Close, Bugbrooke, Northampton, NN7 3RW.
3. The Clerk/Vice-Chairman will acknowledge receipt of your complaint within seven days and advise you when the matter will be considered by the Complaints Committee.

4. You will be invited to attend the relevant meeting and bring with you any such representative as you wish.
5. Seven clear working days prior to the meeting, you must provide the Chairman of the Complaints Committee with copies of all documentation or other evidence, which you wish to refer to at the meeting. The Council shall similarly, provide you with copies of any documentation upon which they wish to rely at the meeting. It will not be possible for either party to introduce any new documentation or evidence at the meeting.

At the Meeting

1. The Committee will consider whether the circumstances of the meeting warrant the exclusion of the public and press.
2. The Chairman will introduce everyone.
3. The Chairman to explain procedure.
4. The Complainant (or representative) to outline grounds for complaint.
5. Members to ask any question of the Complainant
6. If relevant, Clerk to explain the Parish Council's position.
7. Members to ask any question of the Clerk.
8. Clerk and Complainant to be offered opportunity of last word (in this order).
9. Clerk and Complainant to be asked to leave room, while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
10. Clerk and Complainant return to hear decision or to be advised when decision will be made.

After the Meeting

The decision of the Complaints Committee will be confirmed to you in writing within seven working days together with details of any action to be taken. The decision will be reported back, in public, to the next full meeting of the Parish Council for information.

Signed Date.....

..... Date.....